



Improving Healthcare Team Performance: The 7 Requirements for Excellence in Patient Care

Leslie Bendaly, Nicole Bendaly

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Practical, proven techniques for improving team performance in the health care world

Teams and collaboration have become an expectation in most healthcare facilities and environments. It is accepted that high performance, patient focused teams are critical to quality patient care. However, there is often a wide gap between traditional practices and the new behaviours and practices required for teamwork and collaboration. *Improving Health Care Team Performance* goes beyond theory to provide the knowledge, tools, and techniques required to develop a single team, or to develop an organization wide team based culture, from which exceptional patient care emerges.

Most uniquely it emphasizes that effective teamwork goes far beyond team dynamics and provides detailed description of additional requirements, such as shared learning and change compatibility, and how to fulfill them.

A practical handbook for healthcare leaders striving to ensure a superior patient experience and high quality of care, *Improving Healthcare Team Performance* not only provides specifics on how to develop high functioning teams, whether multidisciplinary, interdisciplinary, or departmental but also offers those dealing with the common healthcare leadership challenges of low morale, poor communication, interpersonal conflict, and lack of knowledge sharing the tools to take immediate action to improve performance. Providing a proven approach to addressing and preventing everyday issues impacting patient care, *Improving Health Care Team Performance* contains everything needed to identify areas of greatest need within a team or department, take targeted action to address key gaps, and measure progress towards positive change.

- Presents a clear depiction of what constitutes collaboration and a high-performing patient focused team. This includes the skills and practices required to improve team performance and ultimately the quality of patient care, how to develop new attitudes and behaviours within the team, as well as the leadership requirements for success in a patient focused, team based culture.
- Provides a set of development tools accessible online to help the reader quickly and easily apply the knowledge gleaned.
- Offers targeted solutions including tips/recommendations, a step-by-step approach for affecting necessary change at every level of the organization, and skills and team development activities.

Designed for leaders working in any healthcare environment, *Improving Health Care Team Performance* is a practical approach to improving team performance and the quality of patient care.

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